5.4 Delivery Approach

As described in Section 4.2.2 of the Training Methodology, there are several components and activities that provide input to determine how training will be delivered. Understanding the end-user landscape, including evaluating training delivery options, is essential to developing a curriculum. In addition, Step 2 of the overall Training Methodology includes activities that need to be conducted in order to design a useful and appropriate end-user course curriculum. This section will provide a high level overview of the recommended course curriculum based on the information gathered and documented in the Business Blueprint phase. This curriculum will be refined during the Realization phase as more information will be available.

5.4.1   Course Curriculum Inputs

There are several important activities within Steps 1 and 2 of the Training Methodology that will provide the necessary information to develop the End-user Training Curriculum. Exhibit 4.4.1 –1 describes these activities, and the information that will be gathered as inputs into the training curriculum. A "Timing" column is also included which denotes when in the project this information will be collected.

Exhibit 5.4.1-1 Training Development Activities

Activity	Description	Document/Input	Timing
1. Conduct End-user Assessment	Identify end-users and understand their current roles, responsibilities, and skill sets	End-user Questionnaire	First 6 weeks of Realization
2. Conduct Infrastructure Assessment	Identify training resources and facilities that are currently available within the State/Agency	Training Infrastructure Assessment	First 6 weeks of Realization
3. Evaluate Delivery Options	Determine types of learning instruction that can support training delivery	Delivery Options	Realization
4. Analyze Future Business Processes	Understand future business processes and process flows and the changes from the current way of conducting business	Business Blueprint Document To-Be Business process diagrams/flow charts	Realization
5. Analyze Future Job Functions	Evaluate current employee job functions and compare to future job functions	Workforce Impact Assessment SAP Security Roles	Realization
6. Review BPML	Review the Business Process Master List to understand the functional scope of the project	BPML	Realization

Activity	Description	Document/Input	Timing
7. Create Course Designs	Outline the learning objectives and SAP transactions to be covered in each course	Course Designs	Realization

The information gathered from these activities will provide the detail necessary to create the End-user Course Curriculum. Additional analysis will be conducted in the Realization phase to map end-users to courses to support role-based training on the SAP system.

5.4.2 Course Curriculum Overview

The primary components of the training curriculum address three major areas: SAP Navigation, Business Processes, and Transactions:

- SAP Navigation provides a basic understanding of the SAP software, integrated flow overview, terminology, and SAP navigation.

- Business Process training will provide end-users with more detailed knowledge of revised business practices, including comparison to old practices where appropriate. The users are introduced to how their roles support the overall business processes.

- Transactional training will provide training on system functions and transactions in relationship to revised roles in order to perform daily work. Step by step scenarios and real life exercises are demonstrated and then practiced by the users to complete critical work activities.

SAP Navigation Course

The SAP Navigation course will include a high-level overview of the SAP system and navigation using the most recent version of the SAP GUI buttons and screens. This course will be created using the RWD Info Pak® Simulator. Utilizing a simulation will allow the SAP Navigation course to be accessed as a web-based training course that will allow end-users to view the course at their convenience and provide the flexibility of starting and stopping the course. The simulation can also be used in a classroom setting if necessary. The SAP Navigation Course will be a prerequisite to all other training.

There might be a need for different versions of the SAP Navigation course for the various functional rollouts of the SCEIS solution. After reviewing the initial SAP Navigation Course it

can be determined if it is sufficient for each rollout or whether it needs to be tailored for
Employee Self-Service, Human Resources, etc.

5.4.3 Draft End-user Course Curriculum

The following high-level End-user Course Curriculum has been created based on the information
collected during the Business Blueprint phase and documented within the Business Blueprint
deliverable. This curriculum will be refined and updated as additional information is gathered and
analyzed in the Realization phase, culminating in a final Course Curriculum design.

Exhibit 5.4.3-1 Draft Curriculum

Functional Area	Potential Course	Topics/Functions to be Covered
All	SAP Navigation/Introduction to SAP	SAP overview Navigation Setting up favorites SAP Help
All	Manager Overview	Purchase Requisition approval Management reporting
All	Business Warehouse (BW) Reporting	Reporting overview Accessing and reviewing reports Report Creation and Ad-hoc reporting
Finance – Funds Management	Budget Execution	Budget overview Budget master data Budget processing Funds Management overview Fund reservations and payment transfers Budget closing operations Funds Management reporting
Finance – General Ledger	General Ledger Overview	General Ledger master data General Ledger postings Account balances General Ledger reporting
Finance – Accounts Receivable	Accounts Receivable	Accounts Receivable overview Customer master records Applied payments Resolved Discrepancies Accounts Receivable Reports

Functional Area	Potential Course	Topics/Functions to be Covered
Finance – Accounts Payable	Accounts Payable	Accounts Payable overview Accounts Payable master data Posted vendor invoices Credit memos Payments Accounts Payable reports
Finance – Treasury Management	Cash Management	Cash Management overview Cash Position Liquidity Forecast Deposit Transactions Financial Budgeting Evaluation of Actual Values
Finance – Asset Accounting	Fixed Assets	Asset Management overview Asset Accounting master data Acquisitions Depreciation Asset retirement
Finance – Travel	Travel Expense Processing	Travel Management overview Processing travel expenses Approving travel expenses
Finance – Controlling	Cost Center Accounting	Cost Center Accounting overview Manual postings Cost Center accounting reports
Finance – Projects	Project Accounting	Project Accounting overview Creating projects Cost tracking Project accounting reporting
Finance – Grants	Grants Management	Grants Management overview Maintain Grants Management Master Data Manage, Approve and Release Grants Post Budget to Funds Management Post any indirect costs to grants Conduct reporting and analysis on grants
Materials Management – Procurement	Purchasing Master Data	Organizational Structure overview Purchasing master data overview Vendor master data overview Material master data overview Purchasing information records and source lists Assets

Functional Area	Potential Course	Topics/Functions to be Covered
Materials Management – Procurement	Purchasing Operations	Organizational Structure overview Procurement processing overview (purchase requisition to check) Contract processing Purchase Order maintenance Approval for goods and services, including Release Strategies Assets P-card transactions Procurement Reporting
Materials Management – Procurement	Purchase Requisition Processing	Organizational Structure overview Procurement processing overview (purchase requisition to check) Create/Change/Display Requisitions Release Strategy Overview Assets Creating material master P-card transactions Procurement Reporting
Materials Management – Procurement	Approval Processing	Procurement processing overview (purchase requisition to check) Release Strategy Overview Approval for goods and services P-card transactions Procurement Reporting
Materials Management – Procurement	Invitation to Bid	Request for Quotation (RFQ) and Quotation process overview Sourcing materials/services Bid solicitations Procurement Reporting
Materials Management – Procurement	Invoice Verification	Invoice verification process overview Invoice Entry Procurement Reporting
Materials Management – Inventory	Physical Inventory	Inventory management overview Managing material stocks Physical inventory Inventory management reporting
Materials Management – Inventory	Receiving Operations & Goods Movement	Inventory management overview Goods movement Receiving goods Inventory management reporting

Upon completion of Steps 1 and 2 of the Training Methodology as outlined in Section 4.2.2, the End-user Course Curriculum will be updated with class duration, roles assigned to each course, number of classes that will be taught, and number of end-users to attend each course.